

2002  
Consumer Satisfaction  
*for*  
**Missouri Central Region**  
**Regional Report**  
Residential Care Facility

Division of Comprehensive Psychiatric Services  
Missouri Department of Mental Health



Christine Rinck, Ph.D., Project Director, Consumer Satisfaction  
UMKC Institute for Human Development, a UCE  
Kansas City, Missouri

Gary Harbison, MA, DMH Outcomes Coordinator,  
Office of Quality Management

Christine Squibb, Director, Office of Consumer Affairs



*Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.*

August 2002



# Demographics

|  |                  | Survey Returns |        |
|--|------------------|----------------|--------|
|  |                  | State          | Region |
| <b>SEX</b>   | Male             | 60.3%          | 57.6%  |
|  | Female           | 39.7%          | 42.4%  |
| <b>RACE</b>  | White            | 76.3%          | 88.7%  |
|  | Black            | 17.1%          | 8.9%   |
|  | Hispanic         | 0.6%           | 0%     |
|  | Native American  | 1.9%           | 1.6%   |
|  | Pacific Islander | 0.4%           | 0.8%   |
|  | Alaskan Native   | 0.1%           | 0%     |
|  | Oriental         | 0.6%           | 0%     |
|  | Bi-racial        | 0.6%           | 0%     |
|  | Other            | 2.5%           | 0%     |
|  |                  |                |        |
|  |                  |                |        |
| <b>AGE</b>   |                  | 46.04          | 45.27  |
|  | 0-17             | 0.1%           | 0%     |
|  | 18-49            | 62.0%          | 58.0%  |
|  | 50+              | 37.9%          | 42.0%  |
| Region Includes Countryside Manor, Crosspointe RCF, Four Seasons RCF, Harambee House, Harmony House, Jefferson Lodge, Legacy House, Maplawn, Mark Twain of Huntsville, New Life Lodge, Preferred Family Healthcare, Inc., Rayford-Jane House, Snider Home, Southside Towne Home, Vanderpool, Victoria Estates, Melody House. |                  |                |        |

# Sample Size

*Information is based on the number of interviews and the number of people served according to DMH billing records.*

|                     | Number of Forms Sent | Number of Refusals | Number Who Received Assistance | Number Forms Returned | Percent of Served Returned |
|---------------------|----------------------|--------------------|--------------------------------|-----------------------|----------------------------|
| Total State         | 2711                 | 48                 | 244                            | 1347                  | 49.7%                      |
| Total Region        | 452                  | 0                  | 41                             | 127                   | 28.1%                      |
| *Unduplicated Count |                      |                    |                                |                       |                            |

## Medicaid

In 2002, the Consumer Satisfaction Survey asked questions about Medicaid. The results of those questions are below and represent the percentage of affirmative answers.

|  | Overall Totals |        |
|--|----------------|--------|
|  | State          | Region |
| Do you receive Medicaid?                               | 93.1%          | 92.4%  |
| <i>If yes, are you a member of an MC+ health plan?</i> | 20.7%          | 18.9%  |

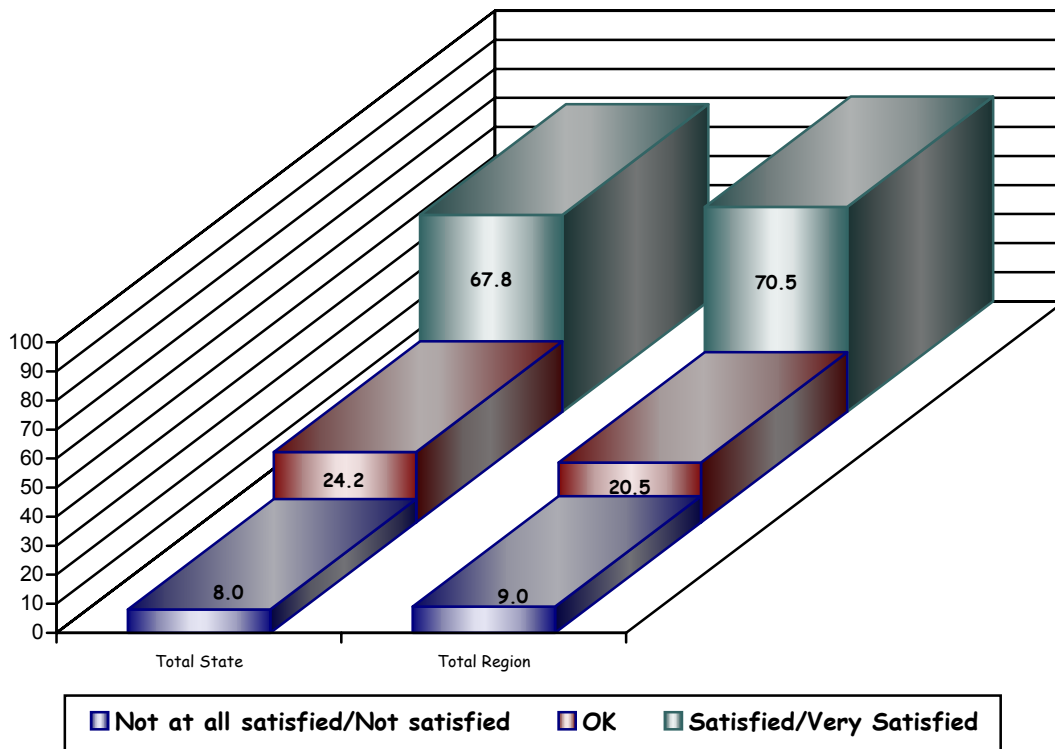
# Consumer Preferences in Living Arrangements

The Department of Mental Health asked consumers *where they would prefer to live*. In addition, consumers were asked what resources were needed to live in their preferred locations. These questions are particularly important in light of the Olmstead Decision.<sup>1</sup>

|  | Overall Region Totals |        |
|--|-----------------------|--------|
|  | State                 | Region |
| <i>Where Would you prefer to live?</i>                                       |                       |        |
| Where I am now   | 40.6%                 | 37.9%  |
| Group Home   | 4.8%                  | 6.9%   |
| Semi-Independent   | 10.7%                 | 7.8%   |
| Independent Apartment  | 28.5%                 | 32.8%  |
| With Family Member   | 11.5%                 | 9.5%   |
| Other  | 3.9%                  | 5.2%   |
| <i>What resources do you need?</i>   |                       |        |
| Financial Assistance   | 44.0%                 | 35.4%  |
| More Mental Health Services  | 16.5%                 | 18.1%  |
| Assistance in learning how to take care of myself                            | 17.4%                 | 8.7%   |
| Help to find and keep a job  | 30.1%                 | 32.3%  |
| Someone to stop by and help me with things, either regularly or when I call. | 29.0%                 | 23.6%  |
| Someone to help me learn how to take care of my money                        | 22.7%                 | 15.0%  |

<sup>1</sup> The Supreme Court's Olmstead Decision (Olmstead v. L.C.) requires states to administer their services, programs, and activities "in the most integrated setting appropriate to the needs of qualified individuals with disabilities."

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Overall, 67.8% of the individuals served by Residential Care Facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was higher than the state average (70.5% for this region versus 67.8% for the state).

# Satisfaction with Services

|   | Total<br>State<br>RCF<br>Services | Total<br>Region<br>RCF<br>Services |
|---|-----------------------------------|------------------------------------|
| with the staff who serve you?   | 3.88<br>(1223)                    | 3.80<br>(121)                      |
| with how much your staff know about how to get things done?   | 3.93<br>(1229)                    | 3.90<br>(121)                      |
| with how staff keep things about you and your life confidential?  | 3.87<br>(1209)                    | 3.73<br>(119)                      |
| that your treatment plan has what you want in it?   | 3.80<br>(1204)                    | 3.83<br>(119)                      |
| that your treatment plan is being followed by those who assist you?   | 3.84<br>(1198)                    | 3.78<br>(116)                      |
| that the agency staff respect your ethnic and cultural background?  | 3.98<br>(1194)                    | 3.95<br>(110)                      |
| with the services that you receive?   | 3.92<br>(1216)                    | 3.93<br>(122)                      |
| that the staff treats you with respect, courtesy, caring, and kindness?   | 3.93<br>(1232)                    | 3.92<br>(123)                      |
| that the environment is clean and comfortable?  | 4.01<br>(1230)                    | 3.92<br>(123)                      |
| that the meals are good, nutritious, and in sufficient amounts?   | 3.81<br>(1227)                    | 3.73<br>(122)                      |
| The first number represents a mean rating.<br>Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br>The number in parentheses represents the number responding to this item. |                                   |                                    |

## Some of the key findings were:

- Statewide, the people served by the Residential Care Facility Program reported that they were satisfied with the services they received. Statewide, the mean scores ranged from 3.80 to 4.01 (1=not satisfied...5=very satisfied).
- In this region the people were most satisfied with respect of cultural and ethnic backgrounds (mean of 3.95). They were least satisfied with confidentiality and the meals being good, nutritious and in sufficient amounts (mean of 3.73).

# Satisfaction with Quality of Life

| How satisfied are you . . .   | Total State<br>RCF<br>Services | Total Region<br>RCF<br>Services |
|---|--------------------------------|---------------------------------|
| with how you spend your day?  | 3.64<br>(1230)                 | 3.54<br>(124)                   |
| with where you live?  | 3.71<br>(1220)                 | 3.56<br>(124)                   |
| with the amount of choices you have in your life?   | 3.55<br>(1222)                 | 3.42<br>(122)                   |
| with the opportunities/chances you have to make friends?  | 3.73<br>(1219)                 | 3.70<br>(124)                   |
| with your general health care?  | 3.89<br>(1223)                 | 3.78<br>(122)                   |
| with what you do during your free time?   | 3.79<br>(1222)                 | 3.74<br>(123)                   |
| How safe do you feel . . .  |                                |                                 |
| in this facility?   | 3.92<br>(1222)                 | 3.84<br>(124)                   |
| in your neighborhood?   | 3.87<br>(1199)                 | 3.91<br>(123)                   |
| <p>The first number represents a mean rating.<br/>           Scale: (how satisfied are you...): 1=Not at all satisfied . . .<br/>           5=Very satisfied.<br/>           Scale: (how safe do you feel...): 1=Not at all safe . . .<br/>           5=Very safe.<br/>           The number in parentheses represents the number<br/>           responding to this item.</p> |                                |                                 |

## Some of the key findings were:

- The quality of life ratings were significantly below the ratings of Comprehensive Psychiatric Services and service ratings.
- The consumers in this region were most satisfied with how safe they feel in the neighborhood (mean of 3.91) and least satisfied with amount of choices they have in their lives (mean of 3.42).

# RCF Comparison of Gender

The analysis compared the responses of consumers by gender on the satisfaction survey items. Females were more satisfied with the significant items.

Table I-1  
RCF Consumers - Gender

| How satisfied are you...   | Sex          |              | Significance           |
|--|--------------|--------------|------------------------|
|  | Male         | Female       |                        |
| With the services you receive?   | 3.78<br>(68) | 4.17<br>(52) | F(1,119)=4.376, p=.039 |
| With where you live?   | 3.39<br>(69) | 3.81<br>(53) | F(1,121)=4.106, p=.045 |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/>                     The number in parentheses represents the number responding to this item.</p> |              |              |                        |



# RCF Comparison of Race/Ethnicity

The analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. African Americans were most satisfied with all significant items.

Table I-2  
RCF Consumers - Race/Ethnicity

| How satisfied are you...   | White         | Black        | Hispanic | Native American | Pacific Islander | Other       | Significance               |
|--|---------------|--------------|----------|-----------------|------------------|-------------|----------------------------|
| With the services you receive? (a,c)   | 3.93<br>(107) | 4.60<br>(10) | -<br>(0) | 2.00<br>(2)     | -<br>(0)         | 3.00<br>(1) | F(3,119)=4.292,<br>p=.007  |
| That the staff treats you with respect, courtesy, caring and kindness?   | 3.91<br>(108) | 4.50<br>(10) | -<br>(0) | 2.00<br>(2)     | -<br>(0)         | 4.00<br>(1) | F(3,120)=3.094,<br>p=.030  |
| that the environment is clean and comfortable?   | 3.92<br>(108) | 4.60<br>(10) | -<br>(0) | 2.00<br>(2)     | -<br>(0)         | 3.00<br>(1) | F(3,120)=5.069,<br>p=.002  |
| With where you live?   | 3.52<br>(109) | 4.50<br>(10) | -<br>(0) | 2.00<br>(2)     | -<br>(0)         | 3.00<br>(1) | F(3,121)=3.818,<br>p=.012  |
| With the amount of choices you have? (a,e)   | 3.42<br>(107) | 4.10<br>(10) | -<br>(0) | 2.00<br>(2)     | -<br>(0)         | 3.00<br>(1) | F(3,119)=3.774,<br>p=.013  |
| With the opportunities you have to make friends? (a,e)   | 3.69<br>(109) | 4.50<br>(10) | -<br>(0) | 2.00<br>(2)     | -<br>(0)         | 3.00<br>(1) | F(3, 121)=3.767,<br>p=.013 |
| With your general health care?   | 3.79<br>(108) | 4.22<br>(9)  | -<br>(0) | 2.00<br>(2)     | -<br>(0)         | 3.00<br>(1) | F(3, 119)=2.912,<br>p=.037 |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/> The number in parentheses represents the number responding to this item.</p> |               |              |          |                 |                  |             |                            |

# RCF Comparison of Age Groups

The analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The consumers between 18-49 years old were most satisfied with confidentiality

Table I-3  
RCF Consumers - Gender

| How satisfied are you...   | 0-17     | 18-49        | 50+          | Significance           |
|--|----------|--------------|--------------|------------------------|
| With how much your staff keeps things about you and your life confidential.  | -<br>(0) | 3.91<br>(65) | 3.48<br>(48) | F(2,112)=4.560, p=.035 |
| <p>The first number represents a mean rating.<br/> <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.<br/> <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.<br/> The number in parentheses represents the number responding to this item.</p> |          |              |              |                        |

# RCF Comparison of Forensic or Non-Forensic Consumers

The analysis compared the responses of consumers as to whether they were forensic consumers or non-forensic consumers on the satisfaction survey items. Forensic consumers were more satisfied with the significant item than non-forensic consumers.

Table I-4  
RCF Consumers - Forensic/Non-Forensic

| How satisfied are you...   | Sex         |              | Significance          |
|--|-------------|--------------|-----------------------|
|  | Forensic    | Non-forensic |                       |
| with the content of the treatment plan?  | 4.50<br>(6) | 3.54<br>(37) | F(1,42)=5.617, p=.023 |
| <p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p> |             |              |                       |

## RCF Comparison Between Those Who Were Assisted in Completing the Survey and Those Who Were Not

*There were no significant items to report.*

# RCF Comparison of Where Consumers Would Prefer to Live

The analysis compared survey responses by the places consumers would prefer to live. Consumers who would prefer to stay where they are now were most satisfied with where they live and choices in their life. Those who would prefer to live in an "Other" setting were most satisfied with how they spend their day, their opportunities to make friends and what they do in their free time. Those who would prefer to live Semi-Independently were most satisfied with their general health care. (See Table I-5.)

Table I-5

## RCF Consumers - Comparison of Where Consumers Prefer to Live

| How satisfied are you...  | Where I am now | Group Home  | Semi-Independent | Independent  | Family Member | Other       | Significance           |
|---|----------------|-------------|------------------|--------------|---------------|-------------|------------------------|
| with how you spend your day? (a)  | 3.98<br>(43)   | 3.75<br>(8) | 2.89<br>(9)      | 3.03<br>(38) | 3.50<br>(10)  | 4.17<br>(6) | F(5,113)=4.621, p=.001 |
| with where you live? (a)  | 4.16<br>(44)   | 3.38<br>(8) | 3.67<br>(9)      | 2.92<br>(37) | 3.30<br>(10)  | 3.17<br>(6) | F(5,113)=6.265, p<.001 |
| with the amount of choices you have in your life? (a)   | 3.91<br>(43)   | 3.75<br>(8) | 3.78<br>(9)      | 2.78<br>(36) | 2.80<br>(10)  | 3.50<br>(6) | F(5,111)=4.819, p=.001 |
| with the opportunities/ chances you have to make friends? (a, b, c)   | 3.95<br>(44)   | 4.38<br>(8) | 4.11<br>(9)      | 3.00<br>(37) | 3.70<br>(10)  | 4.50<br>(6) | F(5,113)=6.211, p<.001 |
| with your general health care?  | 4.02<br>(43)   | 3.88<br>(8) | 4.56<br>(9)      | 3.41<br>(37) | 3.56<br>(9)   | 3.17<br>(6) | F(5,111)=3.513, p=.006 |
| with what you do during your free time? (a, c)  | 4.07<br>(43)   | 4.13<br>(8) | 4.11<br>(9)      | 3.08<br>(37) | 3.80<br>(10)  | 4.67<br>(6) | F(5,112)=7.023, p<.001 |
| <i>Scheffe Post-Hoc significance at .05 or less.</i><br>(a) Interaction between Where I am Now and Independent.<br>(b) Interaction between Group Home and Independent<br>(c) Interaction between Independent and Other. |                |             |                  |              |               |             |                        |